



CHUCK e. FOCUS

Week 11 – March 16, 2018

CHECK OUT THESE NUMBERS!

**SHOUT OUT TO THESE OUTSTANDING RESTAURANTS FOR
MAKING THE TOP 10 IN SALES INCREASE LAST WEEK!**

	Restaurant	2017	2018	YOY
1.	SE Las Vegas, NV #311	\$21,076	\$30,799	46.1%
2.	La Mesa, CA #405	\$23,476	\$33,349	42.1%
3.	San Bernardino, CA #415	\$19,646	\$27,514	40.0%
4.	Denver, CO #721	\$36,253	\$48,065	32.6%
5.	Henderson, NV #314	\$23,154	\$30,606	32.2%
6.	Bradenton, FL #720	\$27,006	\$35,588	31.8%
7.	Everett, MA #755	\$36,966	\$48,350	30.8%
8.	La Mirada, CA #447	\$30,961	\$39,895	28.9%
9.	Rancho Cucamonga, CA #419	\$47,015	\$60,085	27.8%
10.	Naples, FL #778	\$28,436	\$36,276	27.6%



SPOTLIGHT

cast member



SOUTHEAST

OF THE week

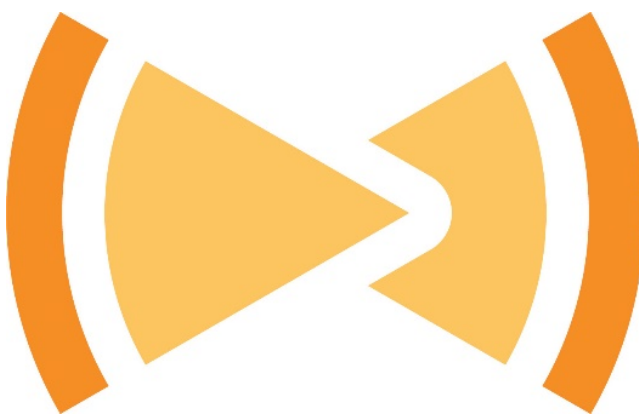
Meet Elizabeth Meza, Cast Member in restaurant #950 Plano. Elizabeth has been a super star with Chuck E. Cheese for 11 months now and counting! She always comes to work with a positive attitude, and is our leader in all the sales contests. She is always trying to help her fellow cashiers improve at their daily tasks and selling techniques, and also seeks feedback daily to improve her own work skills. She has been an amazing addition to the team and is super excited to be receiving her 1 year pin next month on the 18th. Elizabeth has been painting since she was 5 years old and has won several state awards through school AP art programs.

Get **MORE** in 2018
104,090 sign ups!

FAQ of the week

Topic: Confusion around redeeming the Birthday Reward; 20-minutes AYCP

- \$10 purchase required (without alcohol) to redeem.
- Cannot be on the same check as the free welcome pizza. Terms & Conditions say one reward per visit, but you can ring these up on separate checks if the guest insists.



ELITE A&B PIN EARNERS!



We are starting to reach our stride, the A&B Pin Earners are making their way to the front. Congratulations to each of you!



Meet Gina Yang and Jada Griffin, they are both Party Server Masters at Woodbury #792! They both joined the Chuck E. team 2 years ago and have been growing together ever since! They have awesome role models to learn from who teach them all they know, Leah Klompenhower and Alex Sergeychik. Gina excels at bringing her high and positive energy into her parties. She's able to lighten up the showroom with her energy. Jada always performs phenomenal birthday live shows and executes above & beyond moments by connecting with the birthday stars. With these two in the same restaurant, they are the true inspiration for amazing birthdays. See for yourself from some of the amazing comments made from party parents!

~ It was fun, clean, and everyone was really friendly! We had Gina who was tending to us during the party and she was amazing. She was checking up on us to see if we needed anything and was very attentive to our needs. We were super impressed with all the staff and can't wait to go back again. ~

~ Gina is a great hostess! We'll definitely be back for future birthday parties. ~

~ Jada, our host, was the best. As soon as we got there, she introduced herself as being our host for the party and led us to our table. She was so friendly, energetic, had a great personality, and was full of smiles. She made sure the birthday boy had a great time. She was also great to everyone else in our party. You could tell she loves her job. When considering future birthdays, our experience with Jada will definitely lead us to more parties at Chuck E. Cheese. Hopefully she can be our host again. Thank you Chuck E. Cheese! ~

~ It was very, very, easy and welcoming! The staff took care of pretty much everything for us which made it very easy for me to have fun with my children. My party server Jada rocked! She was very helpful and had fun with my little girl, helping her on rides and spending some time with her. I felt very comfortable with Jada. I would recommend her and this particular Chuck E. Cheese to all the people that I know. Thanks again everyone, you were awesome! ~



This is Ross England, Party Server Extraordinaire at Avon #674! Ross has been making waves of impact with his Avon team for just 7 months already! All of his inspiration comes from his Managers, Josh Payne and Michele Beavan. He always makes sure the party parents are always satisfied and he always makes sure the kids are having the best time of their lives. See for yourself from some of the amazing comments made from party parents!



~ Ross was awesome, he was very helpful and did an excellent job. My daughter loved the ticket blaster. ~

~ My host Ross did an awesome job. I will request him every time from here on out. ~

~ Our party host, Ross, was very helpful and extremely nice. He helped our party to be a lot of fun! ~

Megan Perrey is a one of a kind Party Server also residing in Avon #674, and we all love her! She has been with Chuck E. for 9 years now and is a legend! She gets her awesome guidance to and skills from her Managers, Josh Payne and Michele Beavan. Megan always ensures that her parties have the best time of their lives. She takes care of everything so they can enjoy the full experience. See for yourself from some of the amazing comments made from party parents!

~ I loved that we had a personal party helper from the minute we walked in the door. Megan from the Avon location was amazing and made sure I got to relax and enjoy the party and helped me not to worry about a thing. Also, the pizza is great! Our daughter had a blast for her party. ~

~ Megan, our party host, was fantastic! She was attentive, interacted with the kids, and went out of her way to ensure we were having a good time. We will definitely have a party here again, specifically because of Megan. ~

~ I would like to acknowledge Megan our party host. She was awesome and I think she went above and beyond to make my daughter's birthday a very special one. My daughter stated it was the best day ever. All of the staff was very helpful as well. ~



Do you have an elite server that has reached Ruby Status? (over 90% after 50 parties), email Sondra Fincher for a submission form!



sales contest



HOW FULL IS YOUR DIPPIN' DOTS CUP?



1. Houston Meadows, TX #571
2. Bell, CA #446
3. Laredo, TX #569
4. New Hartford, NY #646
5. Jacksonville, FL #431
6. Louisville, KY #111
7. Brownsville, TX #853
8. Windsor, ON #831
9. Hialeah, FL #424
10. Hickory, NC #382

Feb 26 - April 1

Restaurant Sales Contest

Dippin' Dots



CASH PRIZE VALUES

TOP 1-50 RESTAURANTS: WIN \$150 restaurant certificate for a party

TOP 51-65 RESTAURANTS WIN a \$100 certificate for a party

TOP 1-10 GM'S: WIN \$300 certificate

TOP 1-5 management teams: Sales contest champion shirt



TOP 10 RESTAURANTS

Win a Sales Booster Pin
for everyone on the team



TOP RESTAURANT

Wins the Sales Booster
Traveling Trophy

*Prizes are subject to payroll tax deductions. All sales contests will be monitored, audited, and subject to disqualification. Winners are to be calculated by dippin dots sales/total sales.





a&b moments...

The staff went above & beyond. Jose and Mary Ann went out of their way to make sure I got my more cheese rewards honored. They called the POS phone number and filed a ticket to get the issues fixed. Then even after they couldn't get it working, they STILL honored the reward and gave me it as if it would have worked. As Chuck E. once said, "Now that's some SERIOUS magic!" The staff took care of me, and I am extremely grateful for their efforts to make me a VERY happy guest. I would like to make sure they get recognized for their fantastic job. They always take care of me on all visits, but this just blew me away. They legitimately went out of their way to help me, and I'm very happy. I will tell ALL of my family and friends to visit this restaurant. I want the District Manager, Regional Manager, and the General Manager aware of this. If possible, I'd like them to congratulate them on a fantastic job done. I think they deserve to be praised for their work. If they would like, please have them reach out to me.

Northeast Region
Hartford, CT #463
RVP Chris Kelly
DM Richard Balboni
GM Tabitha Reilly-Griffin
Cast Members Jose and Mary Ann

I wanted to send a heartfelt thank you to the chuck E. Cheese team working this past Sunday afternoon for their professional, competent, and prompt response when my son had a seizure on the gaming floor. I cannot put into words how impressed I was with how they calmly handled the situation, attended to my other two sons and helped my family through this traumatic situation. My three sons love coming to your location, and always have a great time. The staff have always been friendly and helpful when needed. Everyone did an incredible job and we are very thankful.

Western Region
Whitby, ON #833
RVP Jim Brawley
DM Frank Cassar
GM Andre Hall



Saturday was our first ever visit to your restaurant. We had our two grandchildren with us. I wish I could have gotten the names of the people who worked there. So patient, so professional, and so good with the kids. Our grandson had a problem with the machines a couple of times and your personnel who walked around helping was terribly sweet and helpful to him both times. The food was great. Thanks for a very enjoyable afternoon. I was asked to send in a review on the receipt but I decided to do this instead. Plus I can't find the receipt. Please send my thanks to the management, they are doing a great job.

Southeast Region
Hattiesburg, MS #566
RVP Bill Eich
DM Brian Pitre
GM Diana Burrough

anniversaries 20+ YEARS

35 YEARS
Frank Ramirez
Area Director
~ Southeast Region ~

15 YEARS
Malinda Walsh ~ 840

10 YEARS
Jose Ramos ~ 453

5 YEARS
Maria Hale ~ 313
Shaqorie Jones ~ 386
Taylor Dannar ~ 464
Jeanne Ledford ~ 969
Derek Griffe ~
Warehouse, Parts Admin



CHUCK E.
LEARNING

RESTAURANT POSTINGS

Check out the all new
Restaurant Postings Guide!

An easy and organized way to know what all of your current postings should be!



You can view this document in its entirety on SharePoint under checklists and forms, [here](#):

For more details, check out the communication sent out by L&D!



A DIFFERENT

A great and creative Above & Beyond
Showcasing for Party Servers!
(Team Ellisville #947)

angle



Do you have a creative moment you want to share? Send it in to myfavoritefun@cecenterentertainment.com and you could be chosen for our next spotlight and win some cool Chuck E. Swag!



RISK
MANAGEMENT

RISK management

TIP OF THE WEEK:

When Lifting:



- Use your legs, bend at knees, and keep back straight.
- Do not be embarrassed, ask for help if things are heavy or have an awkward shape.

TABLETS

- | | | |
|----|---------------------|------|
| 1. | Olathe, KS #665 | 9.1% |
| 2. | Mt. Juliet, TN #672 | 5.9% |
| 3. | Ventura, CA #453 | 3.4% |
| 4. | Fort Smith, AR #301 | 3.3% |
| 5. | Montgomery, AL #608 | 3.2% |

These restaurants had the highest
upsell % on tablet sales less than 15% of
total sales, that is TRUE UPSELLING.

Great job!

Tablets are to be out on the floor from
open until close!



St. Patty's Day at the
Support Center ~
Getting into the spirit,
always with a smile
on their face!



CHUCK E. CHEESE'S

HOT JOBS

General Manager



671 ~ Little Rock, AR
355 ~ Valencia, CA
405 ~ La Mesa, CA
409 ~ Diamond Bar, CA
429 ~ Granada Hills, CA
444 ~ San Bruno, CA
115 ~ Littleton, CO
954 ~ Wilmington, DE
611 ~ Norcross, GA
349 ~ Batavia, IL
323 ~ Flint, MI

564 ~ Horn Lake, MS
747 ~ N. Kansas City, MO
749 ~ Joplin, MO
526 ~ Syracuse, NY
737 ~ Columbus, OH
831 ~ Windsor, ON
660 ~ Portland, OR
763 ~ Greensburg, PA
860 ~ Sioux Falls, SD
970 ~ Memphis, TN
580 ~ Valley View, TX

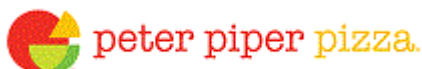
Tech Manager

108 ~ Redwood City, CA
321 ~ Newark, CA
363 ~ Hayward, CA
390 ~ Monrovia, CA
409 ~ Diamond Bar, CA
413 ~ Covina, CA
418 ~ Sun Valley, CA
465 ~ Torrance, CA
768 ~ Pinole, CA
784 ~ Vista, CA

467 ~ E. Hartford, CT
430 ~ Tampa Carolwood, FL
117 ~ Kennesaw, GA
341 ~ Kokomo, IN
795 ~ Blaine, MN
564 ~ Memphis, MS
525 ~ E. Hanover, NJ
542 ~ Union, NJ
516 ~ Hamburg, NY
547 ~ Mayfield Heights, OH
557 ~ Columbus, OH

738 ~ Sharonville, OH
844 ~ Mississauga, ON
967 ~ Columbia, SC
970 ~ Memphis, TN
035 ~ Lewisville, TX
595 ~ Ft. Worth Hulen, TX
850 ~ West El Paso, TX
863 ~ N. McAllen, TX
056 ~ Richmond, VA
654 ~ Dulles, VA

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions



interested in a peter piper opportunity?

District Manager
General Manager

Based in Phoenix, AZ
Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions